

Top Ten Frequently Asked Individual Questions

Where is my refund?

Has my return processed yet?

How can I set up an installment plan?

Why did I receive a comparison notice?

I am in bankruptcy why am I receiving a bill?

How do I file an Amended Return?

I can't find my check (lost/stolen, misplaced or, damaged), how do I replace it?

My direct deposit information is wrong can I change it?

What is the statute of limitations for a refund?

How do I obtain a copy of a previous year's Georgia Income Tax Return?

Where is my refund?

You may check here for the status of your individual return

<https://etax.dor.ga.gov/WMRefund/index.aspx>

Has my return processed yet?

Please allow up to 8 weeks if you file prior to April 1st and 12 weeks if you file after April 1st. You may check here for the status of your individual return

<https://etax.dor.ga.gov/WMReturnInquiry/Index.aspx>

How can I set up an installment plan?

Approval of an installment payment request requires direct withdrawal of funds from your bank account. An installment plan agreement does not prevent the assessment of interest and penalty on any tax not paid by the statutory due date of the return. For more information, contact the Installment Program Section at 404-417-6486 or via e-mail ipa@dor.ga.gov.

Why did I receive a comparison notice?

It is an informational notice stating that, when the Department processed your income tax return, our calculations were different than those on your return. All line items are displayed to assist you in determining what line item was changed. If you disagree with this notice, contact the number or address at the top left-hand portion of the notice.

I am in bankruptcy why am I receiving a bill?

The Department may not have your bankruptcy information on file. Please fill out the bankruptcy information on the back of your proposed or official assessment and mail it to Georgia Department of Revenue, Bankruptcy Section, PO Box 161108, Atlanta, GA 30321-1108. For additional information please contact: 404 968 0480

How do I file an Amended Return?

File Form 500X to correct information reported on Form 500. Do not use Form 500 to correct a previously filed return or Form 500X as an original return. Form 500X is located on the DOR website at https://etax.dor.ga.gov/inctax/individual_income_tax_forms.aspx. Please mail your completed Form 500X to Georgia Department of Revenue, PO Box 740318, Atlanta, GA 30374-0318.

I can't find my check (lost/stolen, misplaced or, damaged), how do I replace it?

If you do not receive your check within 15 days of the date the check was issued, or if you received a check that was subsequently lost, stolen, destroyed, or expired (a check that has not been cashed after 180 days of issuance), you can request a replacement check by completing the [Replacement Check Request Form](#). The Department will file a check tracer on your behalf. Please allow 10-15 business days for a replacement check to be issued.

My direct deposit information is wrong can I change it?

If you file your original return requesting the funds to be direct deposited, the Department of Revenue is unable to change banking information. Please contact the department at 1-877-423-6711 to issue a paper check.

What is the statute of limitations for a refund?

A taxpayer has three years from the date the tax was paid to claim a refund.

How do I obtain a copy of a previous year's Georgia Income Tax Return?

Please call the Taxpayer Services Division at (404) 417-6760 for information on how to obtain a copy of your Georgia Income Tax Return.